



## Department of Child Services DCS Hotline Fact Sheet May, 2011

### How We are Performing

Total Number of Calls Handled During May	12,923
Average Number of Calls per Business Day	541
Average Number of Calls per Weekend/Holiday	163
Average Speed of Answer for Law Enforcement with Access Code	41 Seconds
Average Speed of Answer for non-law enforcement calls	3 minutes, 8 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 21 Seconds
<b>Total Number of Calls Received Year to Date</b>	<b>60,830</b>

